

# **WorkFirst Continuous Improvement Plan**

## **Overall Strategies to Impact WorkFirst Program Outcomes**

Last updated June 3, 2003

### **Concept**

As the result of the recent strategic business planning process that Sub 3 members participated in, a recommendation was forwarded to implement continuous improvements to the WorkFirst Program within the existing framework to positively impact program outcomes. This document describes the various strategies that will be implemented as a part of this plan. It should be noted that these strategies will be undertaken in any case because they represent quality improvements to the program. Other caseload reduction strategies might also be implemented.

### **Immediate Impact Strategy**

The first priority of the continuous improvement process is to have an immediate positive impact on caseload. This strategy includes the following elements:

- Identify the offices that have a large remaining caseload, that have not reached a target of 35% of the 1997 caseload, and focus on these offices as the opportunity to have the maximum impact possible.
- Set caseload reduction targets for all offices, based on a desired 6% reduction statewide in the adult TANF caseload, and communicate them as 30, 60 and 90 goals.
- Provide the offices with caseload profiles and allow the local partners to plan and implement strategies that will reach the immediate reduction goals, focusing on increasing participation, “scrubbing the caseload” to ensure customers are appropriately engaged, and utilizing several sub-strategies to move customers appropriately off of TANF.
- Sub3 will monitor the process measurements and carefully monitor the statewide caseload targets against the actuals. The partners will provide the identified offices with technical assistance as needed to help them strategize around how to impact immediate caseload reduction. This technical assistance will be mandatory for those offices that fail to show improvement within a short timeframe.
- On May 15<sup>th</sup>, DSHS and ESD conducted a joint RA/RD meeting during which the regions and program directors, as well as some DCS District Managers, discussed the issues and focus on how the local offices are operating, planning and what their needs are to accomplish the immediate goals.
- If there is not a significant change in caseload and/or other appropriate caseload measures within two months, Sub3 will prepare a plan to submit to Sub2 involving policy changes to impact caseload. If there is no positive impact by July 31<sup>st</sup>, other strategies approved at the Sub cabinet level could be recommended to the Governor for final decision-making. (Please note, this strategy recognizes that decisions to implement other policy changes based on budgetary factors might be made prior to July.)

Timeline: May 1, 2003 through July 31, 2003

## CONTINUOUS IMPROVEMENT STRATEGIES

### Maximize Participation

As a long-term and on-going process improvement, the WIT processes will be used to maximize participation in WorkFirst activities leading to employment, with a goal of increasing the numbers of participants going to work. This begins with increasing participation in half or full-time job search, which will also increase the participation in CJST and CJ. Job search, CJST and CJ are the three activities in WorkFirst that most often lead to employment, and job search is the starting point for all.

- There is a three-tiered approach to increasing the participation in job search:
  1. Increase the number of referrals. WIT reports suggest there are some clients who are not fully involved in activities, or who are working part-time and need to find full-time jobs.
  2. Fully and proactively engage customers upon referral, reduce referrals back for non-participation.
  3. Re-engage customers quickly if they drop out.
- This strategy will require establishing ESD office diagrams in light of budget reductions, shifting human and other resources, facilities, etc. to determine the best means to maximize participation. In addition, since WPLEX is reducing by over half in the next program year, its capacity to serve the part-time employed TANF recipients is essentially gone. This responsibility will shift to the local ESD sites. The ESD office diagrams will be completed by May 15, 2003.
- A key element of this strategy is work-centered case management. This means that DSHS will use the recent improvements made to case management to refocus on the goal of WorkFirst, which is engaging all participants in full-time activities that move them to employment. The major improvements that DSHS will rely upon are:
  - The Client Accountability Report
  - Full-time case managers
- Sub3 will have to figure out how to account for tribal members, LEP customers, and contractor customers in the targeted participation percentage.
- Sub3 is accountable, and will monitor performance on a monthly basis, using the tier 2 and 3 reports. In addition, local offices will be required to monitor their participation rates using the Client Accountability Reports (CAR) to ensure that all participants are engaged fully in appropriate activities and they are progressing.

Timeline: Effective July 1, a 45 percent target for full-time participation will be instituted. There is still discussion at Sub 3 about whether the target will be statewide or a ten percent increase over the same period last year per office. The results are approximately the same.

## **Implement TWI**

TWI is designed to assist customers into better entry jobs by:

- More intensively engaging them in job search activities
  - Ensuring they possess core competencies for job search
  - Assessing their job skills and using labor market information to target employers and/or occupations
  - Improving business outreach to make better job matches
  - Focusing on better entry level jobs
  - Providing short-term, skill-based training to enhance employability
- The TWI structure represents enhancements to job search and, by design, improves customer engagement, and could vastly improve the rate of referral back to DSHS for non-participation. With an increased emphasis on participation in job search and the enhancements to customer engagement, TWI could have a positive impact on the numbers of people going to work, as well as the quality of the jobs they get.
- Again, the importance of work-centered case management cannot be overemphasized in planning for the success of TWI. The message of engaging fully in activities that lead to employment is essential throughout participation in WorkFirst.
- One possible concern is that TWI delays placement by up to four weeks for those entering job search. The focus on up-front preparation and ensuring that customers possess core job search competencies will negatively impact the percentage of job seekers going to work in the first 30 days of job search. However, the rate of job seekers going to work within 60 or 90 days could actually increase.
- This strategy is somewhat contingent upon DSHS support in providing the orientation, CTED with the business outreach/job development and community and technical college support to assist with assessments, and provide the short-term employment skills as described in the TWI plan.

Accountability: Sub3 is accountable to develop program standards for TWI and to monitor, monthly, the average entry wage, number of returners, and employment numbers. Another piece that Sub3 will want to develop a measurement around is the length of time it takes to achieve a better entry level job.

It is essential that the local partners take on the responsibility to build the TWI services in their communities. To be truly TWI, the various elements, such as the short-term skill-based training and operational business outreach efforts, are necessary or the desired outcomes will not be reached.

Timeline: TWI will be implemented in phases. In July 2003, nine more sites will be added to the existing four. As of September 2003, eleven more sites will be brought up. The rest of the state will be brought up in two more phases, with dates yet to be determined.

### **Increase Business Outreach Efforts**

TWI includes an increased focus on job matching and employer engagement. In addition, WorkFirst is faced with the challenge of increasing employment outcomes in a slow economy, with no improvements predicted for the near future. These situations increase the need for a job development/business strategy coupled with solid business outreach efforts to be in place and operating statewide.

- One sub-strategy is to increase the effectiveness of hiring events, thereby increasing employment. Increasing the effectiveness of these events can be accomplished in a number of ways:
  1. Conduct smaller, more targeted sector events that do a good job of matching the hiring needs of employers with the skills, abilities and circumstances of job seekers.
  2. Increase the preparation of job seekers who are attending the events. Coaching on interacting with businesses, dressing appropriately, interviewing and resume building are some of the preparations that will help the customers get interviewed.
  3. Partner with WorkSource and other community partners to increase the appeal of the events to the employer community, potentially attracting more businesses that offer higher starting wages.
- Undertaking this strategy could result in smaller, but more frequent events. Because hiring events are labor intensive, there should energy spent on improving the events that are already taking place, as well as increasing the number of events happening locally. A focused effort should be on increasing the number of employers participating.

Timeline: An analysis of local labor markets and job availability is underway and should be completed by May 15<sup>th</sup>. Business outreach efforts are operational in the existing TWI sites and are in place, in most offices, for the next phase of TWI implementation.

Baselines will be established, by CTED and ESD, for the following process and performance measures by July 31<sup>st</sup>:

- Use of the WorkSource system by businesses (SKIES data – number of businesses using services and placing job orders)
- Percent of job orders filled via WorkFirst participant referrals from improved job seeker assessment and referral (# successful WF referrals via UI and ACES data/ # of job orders in system via SKIES)
- Number of WorkSource business customers participating in WorkFirst (SKIES data)

ESD, coordinating with CTED, will develop a plan for increased coordination between WorkFirst and WorkSource in hiring events. This plan will be completed by August 1<sup>st</sup>.

### **Focus on the LEP Pathways**

The LEP participants represent about 12% of the adult TANF caseload statewide, with some regions having a higher percentage than others. A very cursory look at this segment of the caseload shows that about 23-25% are working while remaining on TANF, compared with about 17% of the general TANF population, and that a large percentage are long-term TANF recipients. About 19% of those in the participating and extended beyond 60 months category are LEP customers.

Focusing on the LEP Pathways customers to improve the services provided so that within the five years of TANF eligibility more are moved into employment and off of TANF could have a significant impact on the caseload. The first focus of this strategy would be to take a look at LEP customers who have been on TANF for three or more years to determine what services have been provided, and what are the reasons for the length of stay on TANF. (Family size? Lack of skills? Job availability?) Another part of this strategy will be to examine the LEP Pathways services and policy to determine if improvements could be made so that customers are moved more progressively towards employment.

Timeline: This strategy is being discussed regarding how to carry it forward in light of budget constraints and the plan is still being developed.

### **Fully Equip Staff to Perform Within WIT**

Improvements to the tools that partner agency staff and contractors use, as well as ensuring that all staff and contractors understand and operate within the policy will increase the effectiveness of the WIT changes. WIT is the process or tool for the staff to use to serve and track customers and to gather the information by which the program measures progress. The basic framework of WorkFirst, from work-centered case management to building services that move customers toward employment and wage progression, are at the core of the WIT processes.

The following four areas are identified for focus and improvement:

1. e-JAS and its functionality
2. All partner staff understanding how to operate within the policy and automation of WIT
3. WIT policy review to change things that aren't working well
4. Performance measures and gathering valid data

### Timeline:

1. e-JAS: While a significant number of e-JAS enhancements and corrections have been implemented since August 1, 2002, many WIT- and TWI-related are still in various stages of development, most without implementation dates. See Attachment A for a list of all e-JAS automation requests, including WIT and TWI.

To manage automation resources for an increasing number of stakeholders, ESA is planning to create an "e-JAS Enhancement Group" designed to review and prioritize all Automated Work Requests (AWRs). The group, comprised of various partners such as ESD, CTED, SBCTC, OFM, tribes and DSHS divisions, will

review and prioritize monthly the list of work requests before forwarding them to the Information Technology Division.

At this time, development of WIT- and TWI-related requests is continuing. Once prioritization guidelines have been established and the group begins its review, WIT- and TWI-related items will be considered with all the other requests.

2. Staff Training: A needs assessment of local training needs will be completed by June 30<sup>th</sup>. Joint partner training to meet the identified needs, as well as other mandatory training, will be developed and delivered by September 30<sup>th</sup>. See Attachment B for more detailed work plan.
3. Policy and Accountability Review: See attachment C for detailed work plan.
4. Performance measures: Sub 3 reviewed the existing Tier 2 performance measures and recommended removing WPLEX Contacts and Non-TANF Assistance. The remaining measures will continue:
  - Adult caseload
  - Customer accountability
  - Movement from Job Search to Work
  - High-wage placements
  - Customized Job Skills Training
  - Community Jobs Unsubsidized Jobs
  - Child Support

The issue of a target of a five percent increase over last year's performance is still under consideration by Sub 3. Sub 3 will recommend the FY04 targets to Sub 2 on June 16.

## Attachment A

### Status of e-JAS Work Requests\* – May 28, 2003

Description	Agency/ Division	Date Submitted	Work Request #	Stakeholders Priority	Estimated Implement Date	Comment
<b>Change Requests in Software Development</b>						
SN 20 Report Part 3 - ("CAR report - Refer Backs plus daily") rev. caseload for WIT stds	ESA/DEAP			WIT-01c	6/3/03	Will go into production for pilot offices on 6/3
Don't count component activity on immediate RB	ESA/DEAP			WIT-02	6/30/03	Needed to ensure accuracy of CAR report
e-JAS Message Enhancements	ESA/DEAP	2/14/03	<b>09522-03</b>	WIT-11	6/27/03	Slipped from 6/15
e-JAS Migration - Voucher Payment	ESA/DEAP			e-JE hi	7/7/03	Implementation was delayed from 5/31 to at least mid-June to make additional changes needed accommodate new AFRS invoice file layout and then test the AFRS interface. Additional delay has resulted from AFRS technical contact going on vacation in June.
e-JAS Migration - Voucher Payment - Bulk Purchases	ESA/DEAP			e-JE hi	7/7/03	"Bulk purchase" portion of voucher payment change (i.e., tracking bus passes and other items purchased in bulk when issued to clients).
Redesign e-JAS file layout for BarCode extract	ESA/DEAP			na	5/12/03	Needed to support adding RCA cases to e-JAS (WR #9520-03), support for GA Protective Payees (WR 09677-03), other future enhancements – <b>Pilot successful. Promoted to production 5/14/03</b>
Add date & time stamp fields to the JAS component table (DW) - e-JAS does not have primary responsibility for this CR but must provide support for development.				None	5/22/03	Provide e-JAS file layouts & test tape for changes to STAG tables. Needed to add date/time stamp for JAS component tables (CR 303016). Additional e-JAS work may be needed to support this change. <b>Scheduled to move to production on 5/31/03.</b>
Mass caseload reassignment	ESA/DEAP		na	na	6/27/03	Development was started on this enhancement last fall but has been periodically suspended due to other priorities. Mike Secorski is developer, has been working on this while waiting for the "Employment Screen Hard Edits" CR. Implementation date has slipped from 6/2.
IRP Stabilization - Test Production Database	ITD				6/15/03	Test production database to identify connectivity problems with Sybase
CAR History Run	OFM				6/23/03	CAR historical data run takes abt. 3 wks (targeted run of 6/2 –6/22 )
<b>Change Requests Pending Software Development</b>						
Saving IRP History	ESA/DEAP	2/13/03	<b>09523-03</b>	WIT-08		Related issues include system capacity, ensuring reliable connection to Barcode server.
DSHS Capability to close RZ code	ESA/DEAP	2/19/03	<b>09531-03</b>	WIT-10		

\* Shaded items are WIT- and TWI-related.

Description	Agency/ Division	Date Submitted	Work Request #	Stakeholders Priority	Estimated Implement Date	Comment
Coordinated Services Case Staffing (NWD)	ESA/DEAP	3/28/03	09617-03	eJE-01		
WF Contract Outcome Measures Report	ESA/DEAP	2/14/03	09521-03	eJE-hi		Arlene's ballpark estimate is that this item will require at least 2 months development time for one contract staff.
Magenta flag resolution	ESA/DEAP	3/17/03	09591-03	eJE-hi		Preliminary estimates are that this could require at least 3 month's work by 3 developers. - Identified as a WIT implementation clean-up issue. Arlene says requirements are still incomplete.
SEMS Lite "access button"	ESA/DEAP	2/14/03	09532-03	eJE-hi		
IRP Block template - contractor name by code	ESA/DEAP	3/19/03	09631-03	eJE-hi		
FS E&T AFRS table update 7/1/03 - 6/30/05	ESA/DMOS	5/6/03	09702-03	eJE-NP		Low impact item - codes need to be updated for 03 - 05. Arlene says requirements are still incomplete
Social Worker Assessments Reports	ESA/DEAP	3/26/03	09607-03	eJE-hi		Estimated impact - 1 mo. A&D, 2 mos. Coding
Time out while working in social svc assessment	ESA/CSD	3/17/03	09590-03	eJE-Hi		Estimated impact - 1 to 2 mo. (including A&D)
Add RCA cases to e-JAS	ESA/DEAP	2/13/03	09520-03	eJE-02		
Active components for clients in 60 mo. extensions	OPADA	5/6/03	09701-03	eJE-NP		Data req. by Assist. Secy & OFM.
<b>Work Requests Pending Requirements Definition</b>						
Employment screen hard edits/Tribal Access	ESA/DEAP	2/14/03	09534-03	TWI-1		Preliminary estimate for development of 73 hrs. may not reflect current SH requirements. Draft req'ts being reviews by SH's. Meeting w/SH's will be held to finalize req'ts on 6/6/03.
Non-contracted monthly verification form	ESA/DEAP	2/13/03	09524-03	WIT-04		Was initially scheduled for 7/1/03. req'ts on track for completion by 6/9/03. Implementation time frame will depend on available resources, SH priorities.
Protective payee forms	ESA/DEAP	5/6/03	09693-03	WIT-05		Originally withdrawn 11/21/02 (old # 9533-03), then resubmitted 5/6/03 by SH
Allocation report - change codes for WF services	ESA/DMOS	2/19/03	09530-03	eJE-hi		
Change auto-pop. of "no comments" to "no issue"	ESA/CSD	4/3/03	09625-03	eJE-hi		
Case staffing results letter in supported languages	ESA/DEAP	4/17/03	09663-03	eJE-hi		
"GAU Migration" (Support GA Protective Payees)	ESA/DEAP	4/29/03	09677-03	eJE-hi		
Link to Public Health Nurse Referral Form	ESA/DEAP	4/15/03	09645-03	eJE-NP		
DASA contractor access to confidential screens	ESA/DEAP	4/17/03	09662-03	eJE-NP		
WorkFirst AFRS Table Update	ESD/DMOS					Must implement on 6/30 (same as FS E&T codes)
ESD Archive Project	ESD					Pending discussion w/ESD - Impact may be high
CATS Security Changes	ESD					Pending discussion w/ESD - Impact may be high
<b>Potential Work Requests Identified by Stakeholders</b>						
Contractor caseload list - display by worker	ESA/DEAP		none	WIT-07		SH must resolve question "Is this dependent on using view all workers?"
IRP templates - "layer multiple templates"	ESA/CSD		none	WIT-09		Per SH, "IRP history (CR 304301) will fix this"
Contractor caseload list - sort by not accepted/no start date	ESA/DEAP		none	WIT-13		SH will review need for this enhancement



Description	Agency/ Division	Date Submitted	Work Request #	Stakeholders Priority	Estimated Implement Date	Comment
Contractor Code Input	ESA/DEAP			WIT - 15		SH currently reviewing need for this change
Add minor participants (dependent teens & young adults) to Caseload Management Report	ESA/DEAP			WIT issue		SH would like this "rolled-in" with CAR Report CR but work request has not been submitted
Add edit to prevent invalid future referral dates from being entered during cleanup of Caseload Mgt. Rprts	ESA/CSD		none	WIT issue		This data is normally auto-filled - edit is needed for clean-up only. SH assessing whether to commit development resources for clean-up activity
Minor participants not on Caseload Mgt. Rprt.			none	WIT issue		Per SH, "this is not a separate request (and) will be rolled in with Phase 3" of the CLMR
Clients w/current indicator code but no other components don't show on Caseload Mgt. Rprt.			none	WIT issue		Per SH will wait until this is taken care of in "Phase 3" of CLMR.
Clients w/3 mo newborn exemption coming due do not show on Caseload Mgt. Rprt. "activities coming due" section.			none	WIT issue		AWR completed, must be approved by DEAP. CR must also correct the exemption count
Cases in sanction/CSNP w/PP show up incorrectly on Caseload Mgt. Rprt. as requiring 1st contact/ actual start date, etc. PP contractors also show on Contractor Benchmark Rprt. but do not have to report monthly via contractor screen.			none	WIT issue		This has been added to requirements for monthly verification form AWR (09524-03)
Clean-up needed for reports on cases where contractor has made single report on clients in multiple components contrary to policy, which requires specific report on each activity.			none	WIT issue		Work around requires contractor to enter duplicate notes to have "first contact date" auto-fill for all components - AWR needed to clean-up w/o work around, but SH has not decided whether to commit development resources for clean-up activity.
Correct performance history to use as Tier 2 & 3 measure			none	WIT issue		Would take 3 weeks to run.
FS ad hoc management reports	ESA/DEAP		need			Larry has asked program staff for AWR
FNS Reports Automation	ESA/DEAP		need			Larry has asked program staff for AWR
Screen flow - return to client main page after ref.	ESA/CSD		need			Larry has asked program staff for AWR
Auto-pop end date 12 wks. from JS start date	ESA/CSD		need			Larry has asked program staff for AWR
Assessment enhancements	ESA/DEAP		need			Workgroup has been formed to develop this request
Assessment - match note categories	ESA/CSD		need			Larry has asked program staff for AWR
Dem screen edit - only valid data for literacy level	ESA/DEAP		need			Larry has asked program staff for AWR
Client demographics screen help	ESA/CSD		need			Larry has asked program staff for AWR
FS Acct. Code Correction	ESA/DMOS		need			Larry has asked program staff for AWR
IRP template in supported languages	ESA/DEAP		need			Larry has asked program staff for AWR
Letters - save/history capability	ESA/DEAP		need			Larry has asked program staff for AWR
Allow supv to view caseloads by unit	ESA		need			Larry has asked program staff for AWR
Allow call up of DCS note type	ESA/DEAP		need			Larry has asked program staff for AWR
Display full history beyond 100 notes	ESA/CSD		need			SH must review to determine if this is still an issue
Add Non-ABAWD IRP for FS	ESA/DEAP		need			Larry has asked program staff for AWR

Attachment B

WIT Training Needs Project Plan

Title: WIT Training Needs Workgroup		
<p><b>Project Description:</b></p> <ol style="list-style-type: none"> <li>1. Complete a needs assessment of WIT training needs for partners, contractors and CSO staff by June 30<sup>th</sup>, 2003. <ul style="list-style-type: none"> <li>▪ What information do we already have on WIT training needs?</li> <li>▪ What training already exists on WIT policy automation?</li> <li>▪ What is the best approach for gathering more/new info on training needs (e.g. staff survey, e-mail, I-ESA, combination of things etc, listserv)?</li> </ul> </li> <li>2. Develop a training plan and deliver training by September 30<sup>th</sup>, 2003. <ul style="list-style-type: none"> <li>▪ What are the training needs?</li> <li>▪ Who needs to be trained?</li> <li>▪ What type of training format?</li> <li>▪ Who will develop the training curriculum?</li> <li>▪ Who will review and approve? (Sub 3 lead)</li> <li>▪ Who will deliver the training?</li> <li>▪ When, where and how will the training be delivered?</li> </ul> </li> <li>3. Next steps: Develop plan-recommendations for on-going training and updating the curriculum as policy changes.</li> </ol>	<p><b>Workgroup Members:</b></p> <p>Debbie Miller-Willis, DEAP (project lead)</p> <p>Bob Bowman, OFM</p> <p>Rena Milare, ITD</p> <p>Brian Roper, ESD</p> <p>Julie Wilson, OTED</p> <p>Diane Klontz, OTED</p> <p>Michelle Hawkins, CSD</p> <p>Carmen Gutierrez, CSD</p> <p>Kelly Lindseth, OTED</p> <p>Robin Thompson, SBCTC</p>	<p><b>Sponsor: Sub 3</b></p>

Tasks	Person Responsible	Due Date	Completed	Remarks
<b>I. Complete a needs assessment of WIT training needs for all partners/contractors and CSD.</b>	WIT Training Needs Workgroup	6-30-03		
a. Convene Workgroup	Debbie Miller	5-27-03	5-27-03	
b. Agree on workgroup charge	Group	5-27-03	5-27-03	At the initial meeting, the group reviewed the workgroup's understanding of the charge for the group and added a few elements. All members are in agreement.
c. Decide best avenue for gathering information on staff training needs	Group	5-27-03	5-27-03	Group decided to gather staff training needs via on-line survey. Survey would be sent out through Listserv to reach as many staff as possible. An announcement of the survey will also be posted on i-ESA.
d. Forward potential survey questions to Michelle Hawkins.	Group	June 2 <sup>nd</sup>		
e. Compile survey questions and develop a survey to post on-line.	Michelle Hawkins	June 2 <sup>nd</sup> -6 <sup>th</sup>		Michelle will work with Paul Erickson from IT to construct survey questions appropriate for an on-line survey and data compilation.
f. Review draft survey questions	Group and Sub 3?	June 9-11 <sup>th</sup>		
g. Send out WIT Training Needs Survey via listserv	Michelle Hawkins	June 16 <sup>th</sup> - June 24 <sup>th</sup>		Michelle will post survey for staff for 7 working days.

Tasks	Person Responsible	Due Date	Completed	Remarks
h. Gather survey results and compile	Michelle/Group	June 25th – 27 <sup>th</sup>		Michelle and the group will compile survey results to identify training needs.
i. Review survey results and develop training needs list/plan	Group	June 26-30th		
<b>II. Complete development of a training plan and training by September 30, 2003.</b>	Group	September 30 <sup>th</sup> , 2003		Group will review training already in existence
a. Gather existing WIT training developed since implementation (HQ, Region or local office). What can we draw from (Center for Learning Connections)?	Carmen, Julie, Brian, Robin, Kelly	June 10 <sup>th</sup>		All plans, curriculum format, etc. will get final approval from Sub 3.
b. Review training needs list/plan and finalize what and who needs to be trained.	Group	July 8 <sup>th</sup>		
c. Decide on the type of training format.	Group	July 8th		
d. Decide on how to develop and who will develop the training curriculum. Obtain approval.	Group	July 15 <sup>th</sup>		
e. Develop a training packet review and approval process.	Group	July 15 <sup>th</sup>		
f. Develop training	To be determined	July 15 <sup>th</sup> – August 8th		
g. Review training packets	To be determined	August 11 <sup>th</sup> – 15th		
h. Select trainers to train material, obtain approval.	Group	July 15 <sup>th</sup>		

<b>Tasks</b>	<b>Person Responsible</b>	<b>Due Date</b>	<b>Completed</b>	<b>Remarks</b>
i. Develop roll-out schedule in conjunction with the field.	Group	August 11th		
j. Training	To be determined	Aug. 18 <sup>th</sup> – Sept. 30th		
<b>III Next Steps: on-going training</b>				
a. Develop plan/recommendations for on-going training.	Group	August 18 <sup>th</sup>		
b. Develop plan for updating WIT training curriculum as policy changes.	Group	August 18th		

## Attachment C

### **Policy and Program Work Group DRAFT**

Meeting attended by Julie Wilson, Sandy Miller, Carmen Gutierrez, Bob Bowman, Glynnis Ashley, Brent Low and Kelly Lindseth. Robin Thompson was not available.

- Training to support all program and policy changes will be coordinated with the Training work group
- Automation fixes needed to accommodate policy changes could be influenced by the current WIT implementation schedule
- Include automation in concurrent workgroup activity since some of these policies if tweaked or changed may involve e-JAS programming
- Policy changes are a direct result of reduced resources, legislation, and the WIT implementation review

Key: H = High Priority M = Medium Priority L = Low Priority

#### **Policy Work Plan:**

Timeline:	Priority:	Policy:	Lead:	Who will be impacted?
8/30	L	Blocks of time – (WIT Standards)	DSHS/DEAP	All
7/1	H	Support Services – (WAC change)	Glynnis A.	All
7/1	H	Post Employment Services – (? WAC change)	Glynnis A.	All
7/30	H	Less than ½ time JS	Glynnis A.	All
Sub Cab. Dependent	M	Existing Sanction Policy (Review/clarify) (What constitutes “failure” in JS/other)	DSHS/DEAP	All
7/27	H	Assessment (1980 Legislation)	Carmen G./Sandy M.	ESD/DSHS
8/30	H	Simplify Training Policy (CJ/CJST – clarification)	SBCTC/Julie W.	All

#### **Accountability Work Plan:**

Timeline:	Priority:	Policy:	Lead:	Who will be impacted?
8/30	H	Core Service Standards	Bob B.	All
Soft 7/30	H	Monthly/Immediate Reporting	DSHS/DEAP	All
8/30	H	Excused/Unexcused Absences (Number of timeframe to report)	DSHS/DEAP	All
9/30	M	Partner Monitoring (internal agency monitoring)	Bob B.	All
on going	M	Monitoring Non-Contracted X cases	Carmen G.	DSHS

7/1	H	Tier 3 Reports/Training for all reports (Are we getting what we want from the data?)	Tomas ESD	All
on going	M	Partner ability to pull their caseload	Brent DSHS	All

**Simultaneous Workgroup Activity in support of Policy and Accountability Changes:**

Timeline:	Priority:	Policy:	Lead:	Who will be impacted?
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On going	H	Update the handbook to reflect policy	Kelly L.	All
On going	H	Policy review to identify those policies Effectuated by resource reduction.	Kelly L.	All
On going	H	IRP Templates <u>updates</u>		